DOCUMENT RESUME

ED 425 293 CE 077 510

TITLE	ENRO Task Analysis. Worker Education Program.
INSTITUTION	Amalgamated Clothing and Textile Workers Union, Chicago, IL.; Northeastern Illinois Univ., Chicago. Chicago Teachers' Center.
SPONS AGENCY	Office of Vocational and Adult Education (ED), Washington, DC. National Workplace Literacy Program.
PUB DATE	1995-04-00
NOTE	14p.; For related documents, see ED 391 396-400, ED 399 311, ED 401 379, ED 402 464, ED 413 793, and CE 077 501-506 and 508-513.
PUB TYPE	Guides - Classroom - Teacher (052)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Adult Basic Education; *Adult Literacy; *English (Second Language); Finishing; Labor Education; Literacy Education; Occupational Information; *Second Language Instruction; *Task Analysis; *Workplace Literacy
IDENTIFIERS	Textile Industry

ABSTRACT

This task analysis for positions at the ENRO shirt and tie manufacturing plant in Louisville, Kentucky, was developed to help teach English as a second language in order to improve communication in the workplace and prepare all employees for a total quality management model. The task analysis includes information about workers in the Raw Materials, Cutting, and Sewing departments (including Parts, Assembly, Finishing, and Packing subdepartments) of the shirt manufacturing division, and for workers in the ties division. In the raw materials or piece goods departments, duties and tasks are included for material handlers and piece goods inspectors. In the Cutting Department, duties are described for cutters. In the Sewing Department, duties and tasks are included for machine operators, finishing persons, packers, service persons, quality control persons. In the ties division, task analyses include cutter, machine operator, and packer. Task analyses include duties and tasks the worker may perform and language, vocabulary, reading, writing, problem-solving, and mathematics skills needed for each occupation. (KC)

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ED 425 293

ENRO
TASK ANALYSIS

WORKER EDUCATION PROGRAM

CHICAGO TEACHERS' CENTER OF NORTHEASTERN ILLINOIS UNIVERSITY
and the
AMALGAMATED CLOTHING AND TEXTILE WORKERS UNION

FUNDED BY THE NATIONAL WORKPLACE LITERACY PROGRAM
OF THE U.S. DEPARTMENT OF EDUCATION

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April, 1995

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Overview

ENRO is a shirt and tie manufacturing plant located in Louisville, Kentucky. It employs over 600 people full-time, who are members of the Amalgamated Clothing and Textile Workers Union.

The major departments include Raw Materials, Cutting, and Sewing. The Sewing Department is broken up into sub-departments: Parts, Assembly, Finishing, and Packing. Recently, the company began manufacturing men's ties. This division has its own Cutting, Assembly and Finishing departments. The company operates on a single shift from 7:00 a.m. to 3:30 p.m.

The Louisville area has seen a tremendous growth in the Asian population within in the past five years. Many of the newer Enro employees are immigrants from Vietnam and Korea. This has caused language and communication issues to arise on the plant floor.

Enro and ACTWU have initiated the Worker Education Program to teach English as a Second Language and alleviate some of the language barriers. An Advisory Board made up of company representatives, union representatives and educational providers meets on a regular basis to plan and govern the program.

The Worker Education Program implemented at Enro has been initiated to help improve communication in the workplace and prepare all employees for a total quality management model.

Task Analysis

Raw Materials or Piece Goods

1) Supervisor
3) Material Handlers
2) Piece Goods Inspector

MATERIAL HANDLER

Duties & Tasks:

- sort 60" wide rolls of fabric by shade
- store rolls on racks
- select rolls ordered by production
- deliver rolls to Cutting Department

Skills needed to perform Material Handler's duties & tasks:

ORAL (ORAL/AURAL)

Communicates with supervisor and piece goods inspector

language functions include:

- reporting a lack of materials or other kind of problem
- understanding oral instructions
- asking for clarification, information and assistance

READING

material to be read include:

- identification tags on rolls of fabric

reading skills needed include :

- reading numbers and codes

PIECE GOODS INSPECTOR

Duties & Tasks:

- hang fabric roll on inspection machine
- measure width of fabric for consistency
- roll out 10% of roll shipment
- spot 4-point flaws (9 inches or more)
- mark flaws with red tag

Possible flaws include: pulled thread, off-shading, missing stripes, shade bars (when shade changes for a large section and reverts back).

Skills needed to perform Piece Goods Inspector's duties & tasks:

ORAL (ORAL/AURAL)

language functions include:

- explain to materials vendor why a shipment is rejected

vocabulary

flaw, width, roll, shading, shade bar, pinstripe

MATH

- figure 10 % of shipment for inspection
- measure in inches

Cutting Department

3) Supervisors
5) Cutters

CUTTER

Duties & Tasks:

- spread fabric on spreading table
- operate spreading machine
- lay marker (pattern) on fabric
- monitor Gerber cutting machine
- separate pieces
- stack pieces on racks
- cut out section marked with red tag

Skills needed to perform Cutter's duties & tasks:

ORAL (ORAL/AURAL)

language functions include:

- report mechanical problems to supervisor
- understand oral instructions

vocabulary

spreading table, spreader, marker, cutting head, bundle, blower

READING

materials to be read include :

- Quality Standards for Spreading
- piece ticket

reading skills needed include:

- reading numbers
- matching codes

COMPUTER

- set up Gerber cutter

Sewing Department

#) Supervisors
#) Machine Operators - Parts and Assembly
#) Finishers
#) Packers
#) Service Persons
#) Quality Control

MACHINE OPERATORS

Duties & Tasks for Collars may include:

- fuse interlining into collars
- trim off excess material
- match front and back of collars and sew together
- run automatic top stitch machine
- press collars
- apply collar stays
- apply button holes

Duties & Tasks for Bands may include:

- apply facing to back of band
- sew together top band, bottom band, and collar
- apply button hole
- apply button
- apply hangar labels or content tags

Duties & Tasks for Fronts may include:

- attach top center piece to front of shirt
- apply buttons to top center piece

Duties & Tasks for Pockets may include:

- form hems with folder
- stitch hems to pockets
- apply pocket to front of shirt-- pocket set

Duties & Tasks for Buttons may include:

- form hem on center front-- hem under
- apply buttons to front of shirt
- make button holes

Duties & Tasks for Backs may include:

- apply labels and size tabs to yoke
- sew together front yoke and back yoke
- apply yoke to backs-- set yoke

Duties & Tasks for Sleeves may include:

- sew sleeve facing onto sleeve
- apply sleeve blocking (located above facing)
- apply button hole and button onto facing

Duties & Tasks for Cuffs may include:

- apply interfacing to cuffs
- hem cuffs
- sew together inside and outside -- cuff running
- apply topstitch
- apply button hole and button

Duties & Tasks for machine operator in Assembly may include:

- join back piece to front piece at yoke -- joining
- apply collar -- collar set
- apply sleeve to shirt -- first sleeving
- sew outside shirt hem -- second sleeving
- sew seam on side of shirt -- felling
- apply cuffs -- cuff set
- sew bottom hem with folder -- bottom hem

Skills needed to perform Machine Operator's duties & tasks:

ORAL (ORAL/AURAL)

Communicate with supervisors, service persons and quality control persons

language functions include:

- request work from service person: "Need work!"
- explain machine or equipment problems
- explain and understand problems with pieces
- communicate with supervisors about problems with fellow workers
- report safety hazards
- describe an incident
- describe quality of a piece or bundle
- alert supervisor of accident or injury

vocabulary

bundle, piece, odds, dozens, folder, stitch, seam, guide, run-off, needle guard, peddle, foot, thread, cord, join, set, facing, interfacing

READING

materials to be read include:

- explanation of benefits
- employee policy manual
- pay check stub
- grievances
- tags and labels
- company news and memos
- warnings on electrical equipment

reading skills needed include:

- reading prose documents
- reading charts and forms
- reading numbers and codes
- reading abbreviations
- reading percentages on content labels

WRITING

forms to be written on include:

- accident report form
- time sheet / tally sheet

writing structures and skills:

- filling out forms
- writing dates with month first

PROBLEM SOLVING

- understand how each individual fits into overall plant operation
- understand how the work of each individual affects the work of others

MATH

- calculate piece rate: multiplication, addition, subtraction
- measure in inches

FINISHING PERSON

Duties & Tasks:

- sew collar buttons -- button down
- press body of shirt -- body press
- press collars and button if there is one
- inspect shirt, trim threads and button shirt -- tipline
- fold shirt, apply cardboard, tissue and straight pins
- press folded shirt -- final inspect

Skills needed to perform Finishing Person's duties & tasks:

See skills listed under Machine Operator, pp. 7 - 8.

PACKER

Duties & Tasks:

- put folded shirts in plastic bags or boxes of 6
- stack boxed or bagged shirts on racks for shipping

Skills needed to perform Packer's duties & tasks:

See skills listed for Machine Operator, pp. 7 - 8.

SERVICE PERSON

Duties & Tasks:

- retrieve additional work for machine operators, finishers and packers
- bring finished parts to joining tables
- match up parts so they form the same shirt
- deliver matching parts to assembly machine operators

Skills needed to perform Service Person's duties & tasks:

ORAL (ORAL/AURAL)

Communicate with Supervisors, Quality Control and Machine Operators

language functions include:

- understand work requests from machine operators
- ask if work is completed or incomplete
- report problems to supervisors
- understand oral instructions and explanations from Quality Control person

READING

materials to be read include :

- piece ticket

reading skills needed include:

- reading numbers
- matching codes

PROBLEM SOLVING

- figure out why a part may be missing
- balance work so that orders for the same shipment are completed approximately within the same time frame
- figure out a problem with a machine or piece of equipment

QUALITY CONTROL PERSON

Duties & Tasks:

- check 7 pieces from each bundle of completed parts
- reject pieces that have more than 3 defects

Skills needed to perform Quality Control Person's duties & tasks:

ORAL (ORAL/AURAL)

Communicates with Service Person and Supervisors

language functions include:

- describing a flaw in a piece

PROBLEM SOLVING

- figuring out at which station a flaw may have occurred

TIES DIVISION

#) Supervisors
#) Cutters
#) Machine Operators
#) Packers
#) Quality Control Person

CUTTER

Duties & Tasks:

- spread fabric on spreading table by hand
- trim pattern of excess paper
- lay marker (pattern) on fabric
- cut out pieces by hand
- separate pieces
- stack pieces on racks

Skills needed to perform Cutter's duties & tasks:

ORAL (ORAL/AURAL)

language functions include:

- understand oral instructions
- ask for information, clarification, and assistance

vocabulary

marker, center piece, large end, small end, lining

READING

material to be read includes :

- Quality Standards for Spreading
- piece ticket
- color codes

reading skills needed include:

- reading numbers
- matching codes

MATH

- measure in yards and inches
- count pieces and layers of fabric: addition, multiplication

MACHINE OPERATOR

Duties & Tasks:

- apply tip piece to tip of tie -- tipping
- apply label to back of large end of tie
- turn and press tip of tie
- sew together large end, center piece and small end -- joining
- press joining seams
- fold and stitch 2 edges together
- apply second lining
- turn tie inside in and trim excess lining
- press finished piece
- sew label to back of ties .

Skills needed to perform Machine Operator's duties & tasks:

See skills listed for Machine Operator, pp. 7 - 8.

PACKER

Duties & Tasks for Packer may include:

- fold ties
- apply tie to cardboard backing
- bag ties in groups of three
- place bags of ties in boxes

Skills needed to perform Packer's duties & tasks:

See skills listed for Machine Operator, pp. 7 - 8.